# Iowa Statewide Interoperable Communications System Board

911

# ISICSB Newsletter

## Note from the ISICSB Chair

*Thomas Lampe*

As your Chairman since 2011, I would like to thank all the Board Members, past and present, for allowing me to be your leader.  We have accomplished a great deal throughout the years; you should all be proud of what we have achieved today.  No one person accomplished all the things we as a Board have accomplished.   To look back, it seems overwhelming that of the number of processes it took to meet our objective, the creation of ISICS is now complete.

Years ago, I remembered the Board was viewed as non-leaning and not progressing on what we were required to do.  I took that comment to heart to ensure that ISICSB would never be thought of as the Board that does not accomplish something each month or does not lean forward with things that need to progress.   We are forward-leaning, moving, and have done so much to make Interoperability better for all of our Public Safety entities across Iowa.  I can tell you that the system is performing as intended and beyond.

Each day I hear PSAPs talking directly to each other.  I also hear patching ISICS into local VHF channels during pursuits and during the civil unrest in Iowa.  Boots on the ground radios that have been updated with direct access to the system are gradually becoming more common across agencies as they replace their conventional radios. Old VHF radios are regularly patched into the Regionals and Statewide Tacticals to communicate.  ISICS has seamlessly integrated into other systems by technology that is low cost and proven to work.

My goal was to leave the profession knowing when I see public safety on the streets, I can rest assured their radios are working and everyone can communicate effectively. I know that goal has been satisfied.

Best of luck to everyone I have touched throughout my career as a public safety official and as your Chairman.

### ISICSB MISSION

*"The board shall develop, implement, and oversee policy, operations, and fiscal components of communications interoperability efforts at the state and local level, and coordinate with similar efforts at the federal level, with the ultimate objective of developing and overseeing the operation of a statewide integrated public safety communications interoperability system."*

### ISICSB VISION

*"All emergency response entities in and around Iowa can access interoperable communications systems."*

### *Trivia Question:*

What is Iowa's all-time hottest temperature ever recorded?  What is Iowa's all-time lowest temperature ever recorded?
*** *Answer on Page 3* ***

## *IMPORTANT ANNOUNCEMENTS*

♦ The October 8, 2020 ISICSB meeting will be held via GoTo Meeting only  **JOIN MEETING**
*Web Link: https://global.gotomeeting.com/join/727241725*

♦ The LTE Deployable Policy (updated draft) is now posted for public comment and will remain open for comment until November 9 @ 11:59 pm CDT   **MORE INFO**
*Web Link: https://isicsb.iowa.gov/policies/lte-deployable-policy-updated-draft*

♦ The Air to Ground Policy is now posted for public comment and will remain open for comment until October 13, 2020 @ 11:59 pm CDT   **MORE INFO**
*Web Link: https://isicsb.iowa.gov/policies/2020-aa-air-ground-policy*

♦ RPC Meeting Announcement—Region 15 700 & 800 MHz Regional Planning Committees Meeting
**MORE INFO**
*Web Link: https://isicsb.iowa.gov/meeting/region-15-700-800-mhz-regional-planning-committees-meeting*

♦ If you would like to join one of the Regional Interoperability Committees, click **HERE**
*Web Link: https://isicsb.iowa.gov/resources/forms/committee-membership-application*

♦ Announcement for current and future FirstNet Users and those with questions regarding FirstNet
**READ MORE**
*Web Link: https://isicsb.iowa.gov/current-future-firstnet-users*

## OCTOBER HAPPENINGS

View calendar **HERE**

*Calendar Web Link:*
*https://isicsb.iowa.gov/events/month/2020-10*

## IN THIS ISSUE

### *ISICS*

### *FirstNet*

## COMING IN FUTURE ISSUES

• FirstNet Vocabulary & Technical Explanation
• Get to Know Iowa's AT&T/FirstNet Representatives
• ISICS Standards
• Meet Our New Board Members
• Outreach Survey
• Public Safety Spotlight

## Public Safety Spotlight:
## Brad Button, Communications Section Administrator—Des Moines Police Department

My name is Brad Button, and I am originally from Adel. I currently live in rural Van Meter, with my wife (Shelley) and our seven children. We have three children left in the house (Brock, Bethany, and Luke). Caleb is at ISU, Gabe is serving in the Marine Corps, Hannah is a Human Resources agent, and Steven is a Paramedic/Emergency Management Coordinator. I enjoy hunting, fishing, cooking, and attending my children's activities.

I began my career in 1994 at the Urbandale Police Department when I took a job as a Police dispatcher. I had plans of becoming a Police Officer and thought this job opportunity would give me valuable experience towards my goal. There was no computer-aided dispatch (CAD) system, no mobile computers, no GPS or mapping solutions, a stand-alone red telephone for 911, reel to reel (not so instant) recorder and every city had their own radio systems. I became a Reserve Police Officer for Urbandale in 1995, where I served for 23 years. Having experienced both roles, I found my passion for emergency communications and decided to make it a career.

In 2000, I was tasked with assisting the consolidation of the Urbandale, Clive, and West Des Moines PSAPs. In 2001 those efforts resulted in the agency that is now known as Westcom. While at Westcom, I served as a Trainer, Lead Dispatcher, Shift Supervisor, Tactical Dispatcher, and Quality Assurance. I also participated in several committees and assisted with a radio system build-out now known as ISICS.

In 2018 I left my full-time Westcom position and joined the Des Moines Police Department as the Communications Section Administrator, keeping a part-time Dispatcher role at Westcom. I represent DMPD on the Polk County and Warren County 911 Service Boards and act as a liaison between other PSAPs. I serve on several committees and assist with other projects, including transitioning the City of Des Moines onto the ISICS radio system. My daily responsibilities include policy development, technology stability, and exploration. I assist with complaint and compliance investigations and train and/or facilitate training for 39 Senior Public Safety Dispatchers. I also act as the liaison for the Police and Fire Command Staffs to the Communications Section and the department and as the Terminal Agency Coordinator, CJIS Security Officer, and tactical dispatch team coordinator.

My career has been blessed and has allowed me to work with talented and committed public safety professionals and witness experiences that most people could never imagine. In my 26 years, I have watched a single 911 telephone become a multi-trunked system with texting capabilities (texting???, that was not even a word when I started). The large paper map on the wall became a computer application with layers and layers of data behind it, GPS on every response vehicle, closest unit dispatching. The punch cards and time clock has been replaced by a CAD system that will do almost anything you want or need for dispatching resources. I have witnessed the growth from a single-seat dispatch center in the beginning to a center with 13 positions currently at Des Moines. Thanks to ISICS, we can all talk to each other.

There are so many changes I could not list them all. I believe that change is not a four-letter word in Public Safety! I have had the opportunity to be a part of so many positive changes in our communities and agencies and witnessed technologies evolve into a necessity in nearly all aspects of public safety. We all strive to provide the best service to our communities and first responders, so we must change and adapt with the times to be successful in our mission. "Because we have always done it that way" does not meet today's expectations. Embrace and engage in positive changes; it is our future.

The one constant is the dedication, professionalism, and commitment of all of our 911 Dispatchers working diligently behind the scenes to keep our responders and communities safe. I am proud of the work they do every day. #IAM911

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## Note from the SWIC

Greetings to you all. The past month has again showcased some of the interoperable gains we have made as a collective state. We have had numerous successful missions to allow the utilization of ISICS for interoperability. I want to extend my thanks to those agencies that have been working to promote and enhance interoperability.

We recently completed our first round of ISICS Regional Training and FirstNet Outreach. I say "first round" because, based on feedback from local agencies and lessons learned from other states, these sessions are something we will continue to hold. The early planning for the next round of regional training for ISICS has begun. As those dates and venues are located, we will notify local stakeholders. In the meantime, I encourage you to jump on your RIC calls since we will be running the tentative draft agendas through the RICs to ensure that local feedback is factored into the training to meet local needs.

Over the past month, we have had a few virtual courses delivered that focused on some additional opportunities to enhance interoperability with standard operating procedures and standard operational guidelines and outline technical aspects and complexities of encryption and the need for coordination. I want to thank those that registered and attended the sessions. Please be on the lookout for more training opportunities from the ISICSB.

Finally, work continues to further develop our interoperable capabilities, policies, standards, and protocol with agencies in and around Iowa. The ISICSB committees and subcommittees are always open to new members. I would encourage anyone who wants to enhance Iowa's interoperability to join one or more of those groups.

Once again, thank you for everything you do for the citizens of Iowa. Please stay safe out there!

### Regional Interoperability Committee Meetings

**RIC 1**—2nd Tuesday of every month @ 3:00 PM

**RIC 2**—4th Tuesday of every month @ 2:00 PM

**RIC 3**—3rd Tuesday of every month @ 10:00 AM

**RIC 4**—4th Thursday of every month @ 10:30 AM

**RIC 5**—4th Tuesday of every month @ 1:00 PM

**RIC 6**—1st Thursday of every month @ 10:30 AM

Iowa Statewide Interoperable Communications System Board

# ISICS User News

## New ISICS Users

* **Blakesburg Fire & Rescue** (update)
    * **O'Brien County EMA**
* **Pottawattamie County** (update)

*** **CORRECTION**—The Des Moines Fire Department was inadvertently left off the "Current ISICS Users List" in last month's issue ***

## Recent News

*** Click **HERE** to view the September 10, 2020 ISICSB Board Meeting ***
*Web Link: https://www.youtube.com/watch?v=QvsAWAUthg0&feature=youtu.be*

*** Click **HERE** to read the September 10, 2020, ISICSB Board Meeting Minutes ***
*Web Link: https://isicsb.iowa.gov/document/2020-09-10-isicsb-meeting-minutes-draft-board*

### Farewell to the Chair

As our long-time leader prepares for his retirement, the ISICSB would like to thank outgoing ISICSB Chair Thomas Lampe for his years of service, dedication, and commitment to the Board. Chair Lampe began his tenure as the ISICSB Chair in 2011. His final ISICSB meeting will be October 8, 2020. Chair Lampe's guidance and knowledge will be greatly missed, and we wish him a happy retirement!

## Resources

### Documents

♦ **Approved ISICS Standards**
*Web Link: https://isicsb.iowa.gov/resources/policies/isics-standards*

♦ **2020—2023 Iowa Statewide Communications Plan (SCIP)**
*Web Link: https://isicsb.iowa.gov/sites/default/files/documents/2019/12/2019-2020_iowa_scip_11.18.19_draft_1315.pdf*

### Training Videos

♦ **StatusBoard End User Training**
*Web Link: https://youtu.be/Ar_JiLca3EI*

♦ **Consolette/Control Station Training**
*Web Link: https:www.youtube.com/watch?v=wsOiW0BCAQo&feature=youtu.be*

♦ **ISICS Standard 1.5.0—Regional & Statewide Interoperability Talkgroups**
*Web Link: https://youtu.be/wpS3YSaIZMk*

### YouTube Videos

♦ **Iowa Total Interoperability**
*Web Link: https://www.youtube.com/watch?v=SoAe5bo94mE&feature=youtu.be*

♦ **ISICS Technology**
*Web Link: https://www.youtube.com/watch?v=6Kr1CF7xYwo&feature=youtu.be*

♦ **ISICS System Live Demo**
*Web Link: https://www.youtube.com/watch?v=mMQfIwXfQF8&feature=youtu.be*

### RIC 1 Training & Outreach

On September 29, 2020, ISICSB hosted a Region 1 ISICS Dispatch Training for Frontline Dispatchers & ISICS Outreach and Update Event in Boone, Iowa. There were approximately twenty agency representatives in attendance from the Region 1 area and neighboring cities and counties. The morning session included dispatch control station training conducted by State Radio Regional Managers Robby Johannesen and Luke Erpelding. The afternoon session included an ISICS interoperability update and StatusBoard overview and an AT&T/FirstNet update presented by Iowa's AT&T/FirstNet Representative David Barnett. Both sessions allowed participants to ask questions, share user experiences, and voice issues and concerns related to the topics presented.

The control station and StatusBoard training is ongoing and can be done on a one-on-one in-person basis or via virtual training per agency requests. If you would like to schedule a training at your agency, please contact SWIC Maiers @ maiers@dps.state.ia.us. We also encourage agencies to reach out to us with any additional training needs or requests.

## Most Haunted Places in Iowa

**The Villisca Axe Murder House,** Villisca

**Independence State Mental Hospital,** Independence

**Farrar Schoolhouse,** Farrar

**Franklin Hotel,** Strawberry Point

**Cresco Theatre & Opera House,** Cresco

**Edinburgh Manor,** Scotch Grove

**Banwell Bridge,** Fort Dodge

**Oakland Cemetery,** Iowa City

**Stony Hollow Road,** Burlington

**Mars Hill Church & Cemetery,** Ottumwa

**Mathias Ham House,** Dubuque

**Squirrel Cage Jail,** Council Bluffs

**Mason House Inn,** Keosauqua

**Rainbow Bridge,** Lake City

*** *Read More **HERE*** ***

## ISICS/ISICSB CONTACTS

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### Trivia Answer:

Iowa's all-time hottest temperature ever recorded was 118° F in Keokuk on July 20, 1934. Iowa's all-time lowest temperature ever recorded was –47° F in Elkader on February 3, 1996.

# MEET THE ISICS TEAM

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## David Brittain

**JOB TITLE:** Communications Engineer
**CURRENT CITY:** Waukee, Iowa
**YEARS WITH THE STATE:** 13
**EMAIL:** brittain@dps.state.ia.us
**JOB DUTIES:** maintain radio database and fleetmap; track system performance and troubleshoot problems; create/update radio subscribers and talkgroup profiles; manage and create advanced system keys for user access to radio system; coordinate/consult ISICS users on system performance and setup.

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## Chad Current

**JOB TITLE:** Communications Technician 3
**CURRENT CITY:** Des Moines, Iowa
**YEARS WITH THE STATE:** 10
**EMAIL:** ccurrent@dps.state.ia.us
**JOB DUTIES:** site maintenance and upkeep; system technician; radio programming and code plug development

*"I am honored to be part of the ISICS team that is providing a communications infrastructure where clarity is key and information is crucial."*

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## Scott Richardson

**JOB TITLE:** Assistant System Administrator
**CURRENT CITY:** Johnston, Iowa
**YEARS WITH THE STATE:** 7
**EMAIL:** richards@dps.state.ia.us
**JOB DUTIES:** run Genesis informational reports on radios or talkgroups; usage tracking; add talkgoups and radios to the system; console configuration and adjustment,; involved with ISICS buildout, testing, and approval process; assist ISICS user with questions on configuration and usage of their ISICS connected devices.

*"I enjoy having the opportunity to help others enhance their communication efforts."*

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## Connie Stufflebeem

**JOB TITLE:** Assistant System Administrator
**CURRENT CITY:** Des Moines, Iowa
**YEARS WITH THE STATE:** 2
**EMAIL:** stuffleb@dps.state.ia.us
**JOB DUTIES:** research and review system documentation for acceptance compliance; LEA Committee Chair; assist communication centers and ISICS users with questions and issues related to the system; monitor the Network Operations Center through multiple programs and applications

*"The ISICS System is an incredible communications system. We continue to see it grow as agencies join ISICS to benefit interoperability. The system allows these agencies to communicate statewide and brings public safety to the residents of Iowa along with officer safety, to a higher level than ever seen in the past."*

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## Steve Tucker

**JOB TITLE:** Trooper 3
**CURRENT CITY:** Carlisle, Iowa
**YEARS WITH THE STATE:** 25
**EMAIL:** tucker@dps.state.ia.us
**JOB DUTIES:** ISICS trainer for all of DPS, provide assistance/training to any other agencies or entities, ISICS Standards Working Group, LEA Committee

# FirstNet News



## New FirstNet

- One new 4G LTE & HD Voice site has launched near **Clinton, IA**

*"You may never need them, but if you do, they'll be there. It's that bedrock promise of protection that makes our public safety officials the unsung heroes that they are."*

*~ Ajit Pai, FCC Chairman*

## Note from Iowa's FirstNet Authority Representative

Hearing straight from the public safety user community continues to shape our **Roadmap**, and it ensures that we can support improvements or innovations to the network that will have the biggest impact for public safety operations.

We're hosting virtual engagements which many of you have participated in. Below are a just a few upcoming sessions we are planning (dates TBD):

- The FirstNet Deployable Program
- Explaining the benefits of FirstNet to the IT and Procurement Department
- Public Safety Applications and the FirstNet App Catalog
- FirstNet Certified Devices: Commercial and Ruggedized Options
- FirstNet Central: Uplift
- FirstNet Central: User Management
- FirstNet Authority Events Support, Exercise Support, Inject Catalog
- High Powered User Equipment

### Why use Network Status Tools?



- ✓ Earlier situational awareness relative to comms
- ✓ Know BEFORE you go
- ✓ SitRep (situation report) information at your fingers
- ✓ Decision making for location of field resources such as:
  - Incident Command Posts
  - Field medical or triage sites
  - Staging or logistics site placement
- ✓ Determining the comms gaps earlier and starting mitigation plan development right away means *responders can communicate sooner!*

*Screenshot from FirstNet Central Webinar, September 17, 2020.*

Do you have a topic you'd like to hear from FirstNet and fellow first responder agencies on? Please let us know!
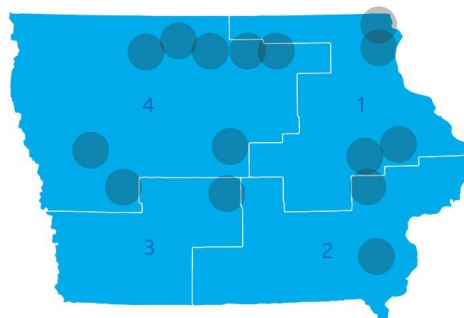Kyle.Richardson@firstnet.gov
FirstNet.gov/Iowa

## Recent News

*** Click **HERE** to view the September 2020 FirstNet Newsletter ***
**Web link:** *https://isicsb.iowa.gov/recent-news/2020-09-25/september-2020-firstnet-newsletter*

## AT&T Invests in Iowa:

### New Site Builds—On-Air Janauary-June 2020





○ 2020 On-Air New Site Build

White Line | U.S. Congressional District

*Note: this visual is for illustrative purposes only and is not representative of the exact locations of new site builds in Iowa. Availability is not guaranteed and visuals are subject to revision.*

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# FirstNet Education

## FirstNet Mission Statement

"The FirstNet mission is to deploy, operate, maintain, and improve the first high-speed, nationwide wireless broadband network dedicated to public safety. This reliable, highly secure, interoperable, and innovative public safety communications platform will bring 21st century tools to public safety agencies and first responders, allowing them to get more information quickly and helping them to make faster and better decisions."

## FirstNet Resources

- **FirstNet in Iowa**
  *Web Link:* https://firstnet.gov/public-safety/firstnet-for-iowa

- **FirstNet Current & Future User Form**
  **READ MORE**
  *Web Link:* https://isicsb.iowa.gov/current-future-firstnet-users

- **FirstNet App Catalog**
  *Web Link:* https://www.firstnet.com/content/dam/firstnet/white-papers/2019_11_26_v1_FN_App_Catalog_Booklet_Full.pdf

- **FirstNet Checklist**
  *Web Link:* https://www.firstnet.com/content-dam/firstnet/marketing/pdf/Public-Safety-Communications-Checklist.pdf?LinkID=checklist

- **FirstNet Nationwide Coverage**
  *Web Link:* https://www.firstnet.com/coverage.html

- **FirstNet & Your Local Radio**
  *Web Link:* https://www.youtube.com/watch?v=J2i3_HsVce4&feature=youtu.be

- **FirstNet Frequently Asked Questions (FAQ)**
  *Web Link:* https://isicsb.iowa.gov/sites/default/files/documents/2019/06/firstnet_faqs.pdf

**FIRST**NET™
Built with AT&T

## FirstNet Top Frequently Asked Questions (FAQs)

### What is the First Responder Network Authority?

⇒ The First Responder Network Authority is the independent authority established by Congress to deliver a nationwide broadband network dedicated to public safety. The Network is strengthening public safety users' communications capabilities, enabling them to respond more quickly and effectively to accidents, disasters, and emergencies.

### What led to the creation of FirstNet?

⇒ The 9/11 terrorist attacks brought to the forefront the many communications challenges that first responders face during emergencies and disasters. These issues were captured in the 9/11 Commission Report, which identified gaps in emergency communications and recommended a nationwide network for law enforcement, fire, and emergency medical personnel communications.

### How has public safety been involved in the vision for the Network?

⇒ Public safety officials have worked closely with the First Responder Network Authority since its inception in 2012 to ensure the Network meets first responders' needs – today and in the future. The agency's outreach and consultation efforts have connected the organization to more than 1.8 million first responders and state public safety and technology executives across the country.

### How was AT&T selected to build, operate, and maintain the Network?

⇒ The First Responder Network Authority and the Department of Interior made the 25-year award based on the determination of the overall best value solution for FirstNet and public safety.

### Why is FirstNet using a private sector partnership to build and operate the Network?

⇒ The First Responder Network Authority and AT&T are modernizing and improving public safety communications by leveraging private sector resources, infrastructure, and cost-saving synergies to deploy and operate the Network. This public-private model also helps keep costs down for American taxpayers. To do this, Congress used the sale of communications airwaves (or spectrum) to fund FirstNet's initial operations and help start network deployment; the $7 billion FirstNet received in initial funding came from FCC spectrum auction revenue, not taxpayer funds. If the federal government were to build, maintain and operate this Network, the estimated cost would be tens of billions of dollars over 25 years.

### What are the key terms of this public-private partnership?

⇒ Congress intended for the Network to be built and operated as a public-private partnership that brings together the best of the private sector, including commercial best practices, infrastructure, and resources – with the First Responder Network Authority's public safety expertise. This approach will lead to a fully-funded, self-sustaining Network that will serve public safety for years to come. This business model is built upon the efficient use of resources, infrastructure, cost-saving synergies, and incentives.

### What will the FirstNet Network provide first responders that they don't have today?

⇒ Today, in emergencies and at large events, heavy public use can lead to wireless communications networks becoming overloaded and inaccessible. In those instances, public safety users are treated the same as any other commercial or enterprise user, and communications can be limited due to congestion and capacity issues. With the FirstNet Network, public safety will get a dedicated "fast lane" that provides highly secure communications every day and for every emergency. It will deliver specialized features to public safety that are not available on wireless networks today – such as priority access; preemption; more network capacity; and a resilient, hardened connection. .

### How will the Network benefit first responders and help them do their jobs better?

⇒ FirstNet will improve communications, response times and outcomes for first responders from coast-to-coast, in rural and urban areas, inland and on boarders – leading to safer, and more secure communities. The Network will provide first responders with innovation and robust capacity so they can take advantage of advanced technologies, tools and services during emergencies.

### What's happening with FirstNet Now?

⇒ All 50 states, five U.S. territories and Washington, D.C., have "opted in," to FirstNet, meaning each has accepted its individual State Plan detailing how the network will be deployed in their state/territory. Key FirstNet activities include: **expanding the network and building out Band 14, driving public safety innovation, securing emergency communications, creating a differentiated broadband communications experience for public safety, and engaging with public safety.**

*** Click **HERE** for more information ***